# Kentucky Medicaid Partner Portal (KY MPPA)

## Overview and Roles

# Welcome to the Kentucky Medicaid Partner Portal (KY MPPA)



## **Introductions**
Presenter
Support Facilitator

# Agenda

- Introduction
- Goals and Objectives
- KY MPPA Overview
- Extended Pilot
- Communications
- Role Definitions and Main Responsibilities
- Invitations to Access
- System Requirements
- Application Submission Paths
- Training
- Resources
- Next Steps and Important Dates
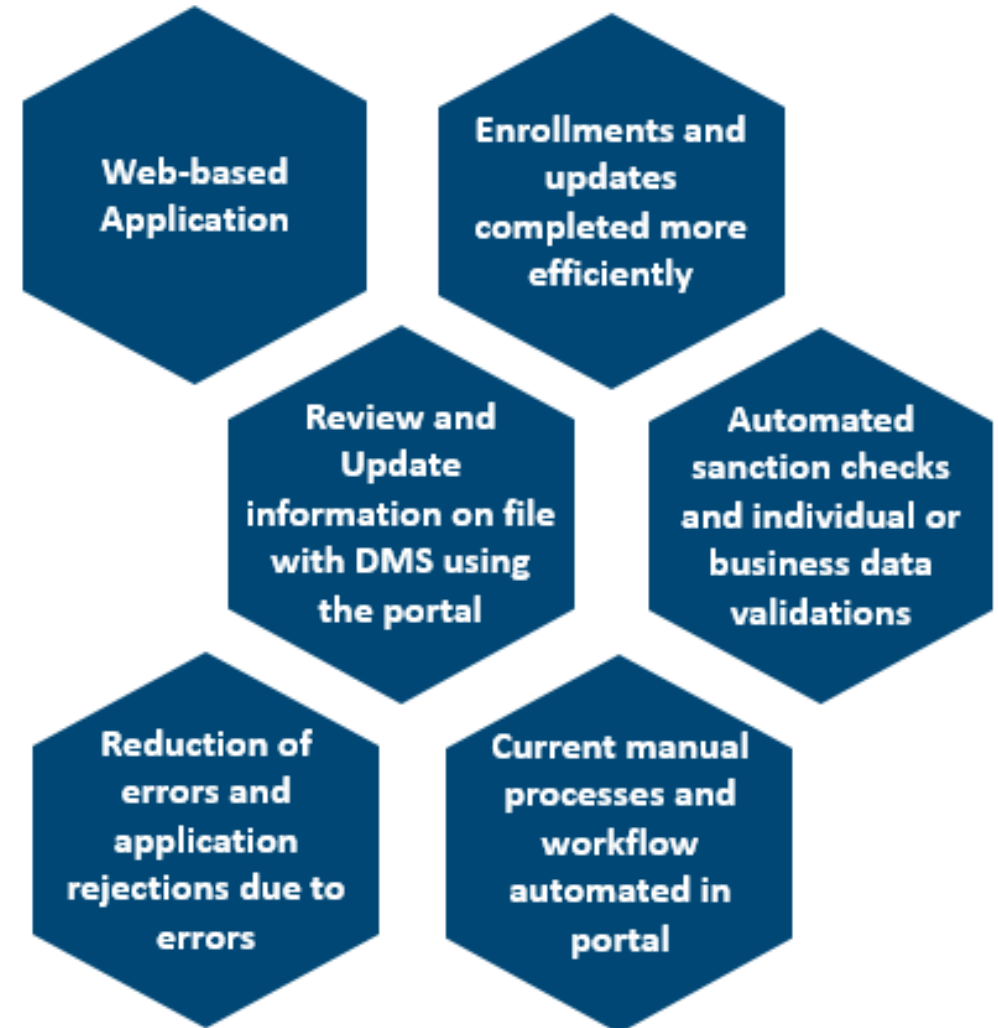- Questions

# Today's Goals and Objectives

- Provide an Overview of KY MPPA
- Understand the Extended Pilot  - Rollout Strategy and Expectations
- Understand Communication Methods
- Understand KY MPPA  Role Definitions and User Responsibilities
- Understand how to Request Invitation to access KY MPPA
- Understand System Requirements
- Understand the Application Submission Paths and Roles
- Understand Training
- Understand Resources
- Understand the Next Steps and Important Dates
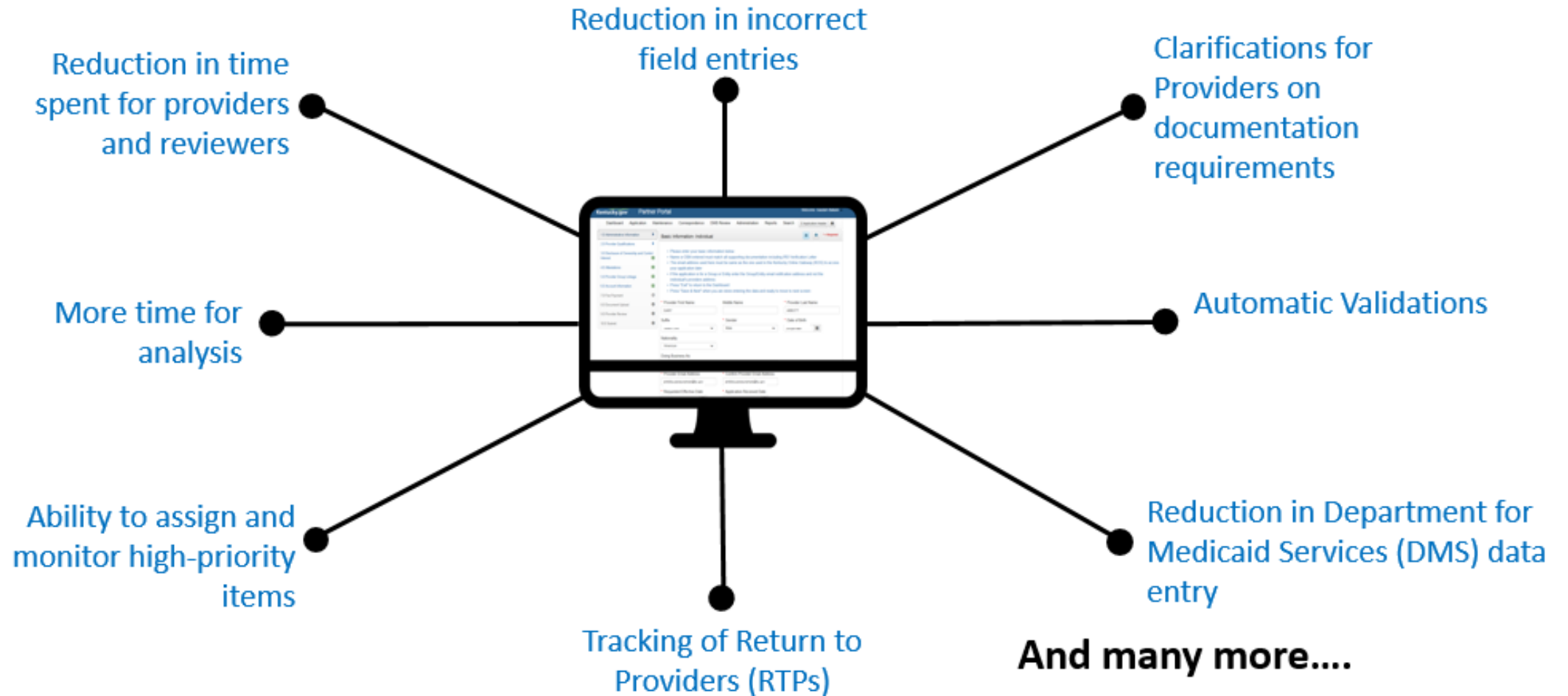
# KY MPPA Overview

# What is the Kentucky Medicaid Partner Portal Application?

The Kentucky Medicaid Partner Portal Application (KY MPPA) is an initiative of the Cabinet for Health and Family Services (CHFS) to streamline and automate the current paper enrollment process under the Commonwealth's Medicaid Program.

Web-based Application

Enrollments and updates completed more efficiently

Review and Update information on file with DMS using the portal

Automated sanction checks and individual or business data validations

Reduction of errors and application rejections due to errors
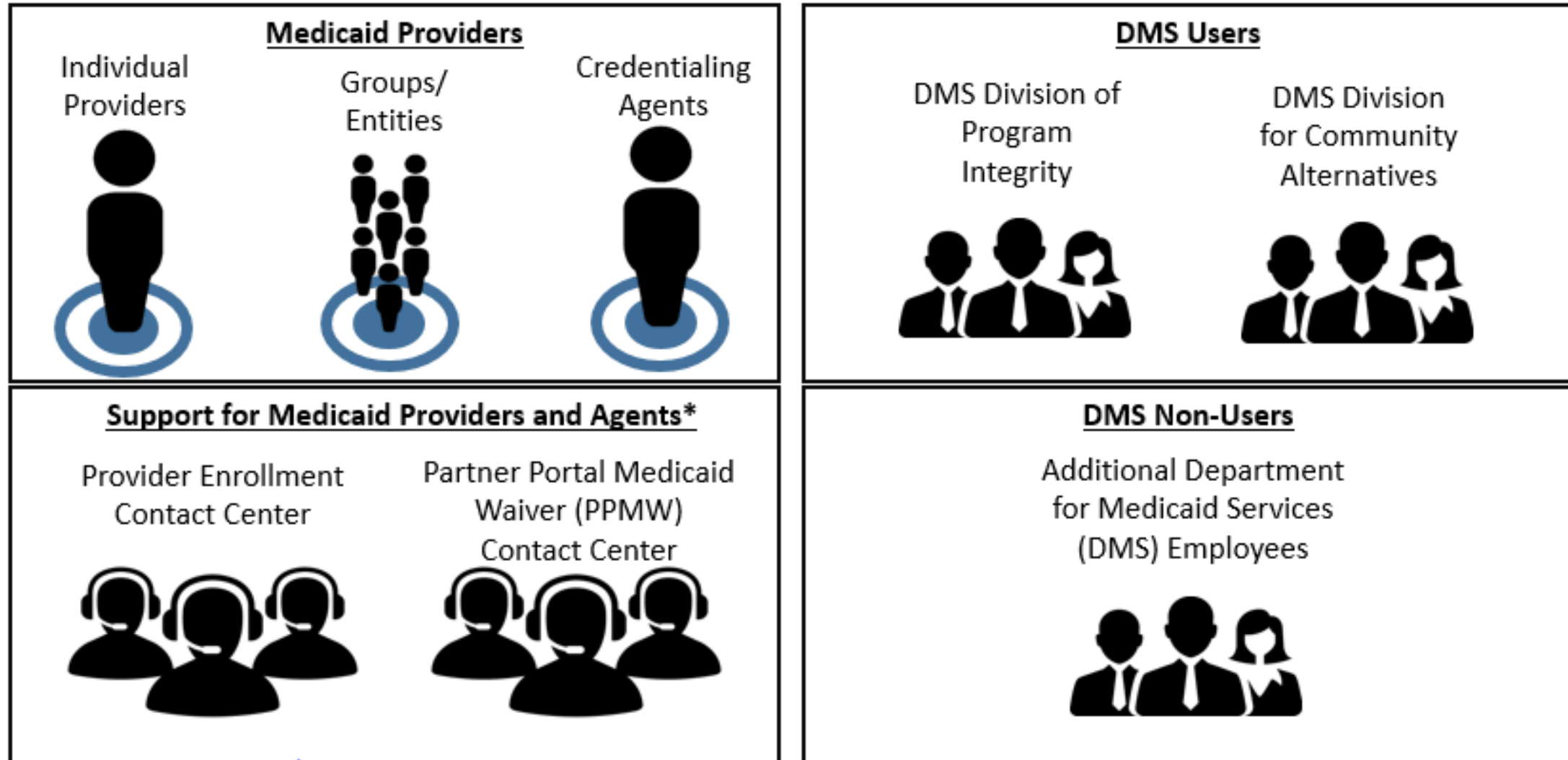
Current manual processes and workflow automated in portal

# KY MPPA Benefits

*KY MPPA provides many benefits compared to paper applications for both providers and reviewers*



Reduction in incorrect field entries

Reduction in time spent for providers and reviewers

Clarifications for Providers on documentation requirements

More time for analysis

Automatic Validations

Ability to assign and monitor high-priority items

Reduction in Department for Medicaid Services (DMS) data entry

Tracking of Return to Providers (RTPs)

**And many more....**

# KY MPPA Users

## Medicaid Providers

Individual Providers

Groups/ Entities

Credentialing Agents

## Support for Medicaid Providers and Agents*

Provider Enrollment Contact Center

Partner Portal Medicaid Waiver (PPMW) Contact Center

## DMS Users

DMS Division of Program Integrity

DMS Division for Community Alternatives

## DMS Non-Users

Additional Department for Medicaid Services (DMS) Employees

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# Functions of KY MPPA

**Application Tab**
- New Enrollment
- Change of Ownership (CHOW)

→ Those who need a new Medicaid ID

*Note*:  for CHOW, the previous owner's Medicaid ID must be entered

**Maintenance Tab**
- Maintenance
- Revalidation
- Reinstatement
- Re-application
- Voluntary Termination

→ Those who already have or have had an assigned Medicaid ID

*Note*:  Reinstatement *(terminated for cause)* or Reapplication *(voluntary termination)*  - *NOT a New Enrollment*

# KY MPPA Extended Rollout Implementation Strategy

# Extended Pilot Rollout Strategy

**1**

**Target 1 – February 4, 2019**
Optometrists PT77, Optician PT52, Chiropractors PT85, Dentists PT60
(Individuals and Groups)

Hospitals

Ephraim McDowell Health.

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**2**

**Target 2 – February 18, 2019**
Speech Language Therapists PT79, Licensed Professional Clinical Counselors PT81, Licensed Clinical Social Workers PT82, Physical Therapists PT87, Occupational Therapists PT88
(Individuals and Groups)

**Next Step**

**March 8, 2019**

Provider types from Target 1 & 2 required to use KY MPPA to apply for and maintain a KY Medicaid ID

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# Expectations for Extended Pilot Participants

- Attend all training sessions and "get the word out" to teams

- Complete all new enrollment, maintenance actions, and revalidations through KY MPPA

- Use the Contact Center for questions and support

- Provide feedback on the KY MPPA system as surveys become available *(functionality, training materials, support system)*

- Identify recommendations for future enhancements

# KY MPPA Communication

# KY MPPA Communication Methods

## High Level Updates

- Headline-based quick updates
- Providers, Credentialing Agents
- Email, KY Health Net and KY MPPA Website

## Newsletters

- Issued Monthly (during implementation only)
- Providers, Credentialing Agents
- Email, and the KY MPPA Website

## Trainings

- Webinar Series
- Providers, Credentialing Agents
- Presented via webinar, archived on KY MPPA website

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# KY MPPA Communication Methods



## *Newsletters*

- Published monthly (during implementation only)
- Primary source of communication during implementation and extended pilot
- Includes Information on:
  - Updates to system
  - Frequently Asked Questions
  - Tips and best practices for system usage
  - Upcoming training dates

Sign up to receive KY MPPA email updates:
**https://public.govdelivery.com/accounts/KYCHFS/subscriber/new**

# KY MPPA Roles Definitions and Main Responsibilities

# Roles Definitions

**Provider** — An individual that assists Medicaid recipients by providing medically necessary services. Can apply, update, sign and submit information.

**Owner** — A person or entity has a % of possession of equity in the capital, the stock, or the profits of the entity

**Credentialing Agent** — An individual who works on behalf of a Provider to enter and update the Provider's information. All work done has to be approved and submitted by Provider.

**Credentialing Agent Authorized Delegate** — An authorized Individual who works on behalf of a Provider to enter, update, sign and submit Provider's information. Authorized Delegate form completed by Provider must be uploaded in system by Credentialing Agent Authorized Delegate.

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# Roles Definitions

**Credentialing Agent Admin Manager**

Designated person within a credentialing organization or a large hospital that will be able to access the Administration Options

**Organization Administrator**

Designated person that will have the ability to invite and allow others to be linked or delinked to a KY Medicaid ID and work on their behalf. This could be an Individual Provider or a designated individual within a credentialing organization or a large hospital.

**Relationship Manager**

Designated Department for Medicaid Services staff individual who assigns Organizational Administrators in the Organization Management Application (OMA) for each organization.

# Roles – Main Responsibilities

**Provider Only**

- Account Access
- Enrollment
- Main Contact
- Review Items
- Send to DMS for Approval

**No Credentialing Agent Involvement**

**Credentialing Agent & Provider Involvement**

**Credentialing Agent**

- Account Access
- Enrollment
- Main Contact
- Review Items
- Send to Provider for Review & Approval

**Provider**

- Account Access
- Review & Approval
- Send to DMS for Approval

**Credentialing Agent Authorized Delegate**

- Account Access
- Enrollment
- Main Review
- Upload Provider signed document
- Submit to DMS for Approval

**No Provider Involvement**

**Provider may obtain account access if they wish to view profile.**

# Roles – Main Responsibilities

## Credentialing Agent Administrative Manager

- Reassigns Workload
- Links CA to Individual Providers
- Delinks CA from Individual Providers

**Can Perform CA Duties Within KY MPPA if also has CA Role**

## Organization Administrator (KOG)

- Manages CA Access to Organization
- Sends KY MPPA Invitations to Credentialing Agents
- Links Credentialing Agents to Organization
- Removes Credentialing Agents from Organization

**Can Perform CA Duties Within KY MPPA if also has CA Role**

## Relationship Manager

- DMS Assigns Organization Administrators to Organization Groups

**Cannot Perform CA Duties Within KY MPPA**

** For more information regarding Credentialing Agent roles and responsibilities attend the **Managing CA Invitations and Assignments** webinar

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# Delegated Authorization Form

**KY Department for Medicaid Services**
**Division of Program Integrity / Provider Licensing and Certification**

**KY Medicaid Partner Portal Application - Authorized Delegate Form**

I, _____, understand and acknowledge that I am legally responsible for my Kentucky Medicaid Provider Number and to be in compliance with all applicable Medicaid Rules and Regulations as outlined in 42 USC Section 1320a-7b, KRS 205, 907 KAR 1:671, or 907 KAR 1:672. It is my responsibility to routinely review my Kentucky Medicaid Provider file for accuracy, which will require a Kentucky Medicaid Partner Portal Application (KY MPPA) account.

I, _____, hereby authorize _____ (individual, group, entity), or their duly appointed designee, when completing Kentucky Department for Medicaid Services (KY DMS) Provider Enrollment information (new, revalidation, and maintenance information to be updated) and electronically submitting to KY DMS:

1. To act as a proxy agent for me in the preparation, signature, and submission of New Enrollment, Maintenance information, and Revalidations. This proxy includes creating a user account into the internet-based systems of the KKY DMS, Kentucky Medicaid Partner Portal Application (KY MPPA).
2. To release my signature electronically, or electronically sign, all KY MPPA applications and only KY MPPA applications necessary for enrollment and updates to required information for KY Medicaid Provider Licensing and Certification.

This proxy applies only to KY DMS Provider Licensing and Certification activities as outlined above.

The effective date of this delegation shall run to the date of the (next) Revalidation of my Kentucky Medicaid Provider information, on file with KY DMS Provider Licensing and Certification, no longer than 5 years from date of my enrollment, or until revoked by myself, the Provider, Owner, Officer or Board member, or at a time of a change of information that requires being updated with KY DMS, i.e., name change.



YOU HAVE TO DELEGATE SOME AUTHORITY!

# Delegated Authorization Form continued

To revoke this delegation, I acknowledge that I must go into (or create an account with) the Kentucky Online Gateway (KOG), and de-link the credentialing agent and/or Authorized Delegate, thereby prohibiting the credentialing agent and/or Authorized Delegate from performing updates to my KY Medicaid information.

**Provider/Owner/Officer or Board Member Printed Name:**                    **Provider NPI:**

_____

**Social Security Number (Individual Provider)**

**Federal Tax Identification Number (Group/Entity Provider)**

**Provider/Owner/Officer or Board Member Signature**                    **Signature Date:**



YOU HAVE TO DELEGATE SOME AUTHORITY!

# Invitations to Access KY MPPA

# How Invitations are Sent

**Batch Emails**

Sent by KY MPPA to large groups (Hospitals, Provider Groups)

**Requires email address** of each Provider and/or Credentialing Agent

**KY MPPA Web Link**

**Providers or CAs** click on "Register for KY MPPA" link on KY MPPA Web Page

**Organization Management Application (OMA)**

**Providers send invitations to Credentialing Agents**

(Providers get access to OMA when Medicaid ID is assigned or linked)

**Credentialing Agents** invited by Organization Administrators for large groups (Hospitals; Provider Groups)

**New Enrollment Application**

**Providers** are invited when Credentialing Agent prepares a New Enrollment Application and sends to Provider for electronic signature

**\*\*Managing Credentialing Agent Invitations and Assignments Webinar** walks Credentialing Agent (CA) Managers and Organization Administrators through the steps to invite and manage CA invitations and workload

# KY MPPA System Requirements

# System Requirements and Security

## System Requirements

- KY MPPA is optimized to run on the Internet Explorer browser, however it will run on the browsers and versions listed below:
    - Internet Explorer (11 or above)
    - Chrome (32.0.1700 or above)
    - Firefox (29 and above)
    - Safari (7 and above)
- Hardware Requirements

| Name | Requirements |
| --- | --- |
| Windows | Windows 7 enterprise or above |
| Processor | Intel core i3 or above , 2.7GHz |
| RAM | 4 GB or above |
| System Type | 32 Bit and above |
| Screen Resolution | 800 X 600 or higher |

## Security

- Two security features to keep data secure - recommended by Centers for Medicare & Medicaid Services
    - Remote Identity Proofing
        - Occurs 1 time at account set-up
    - Multi-factor authentication (VIP Token)
        - Required for every log-in after a User's role has been created in KY MPPA

# Multi-Factor Authentication:  VIP Token
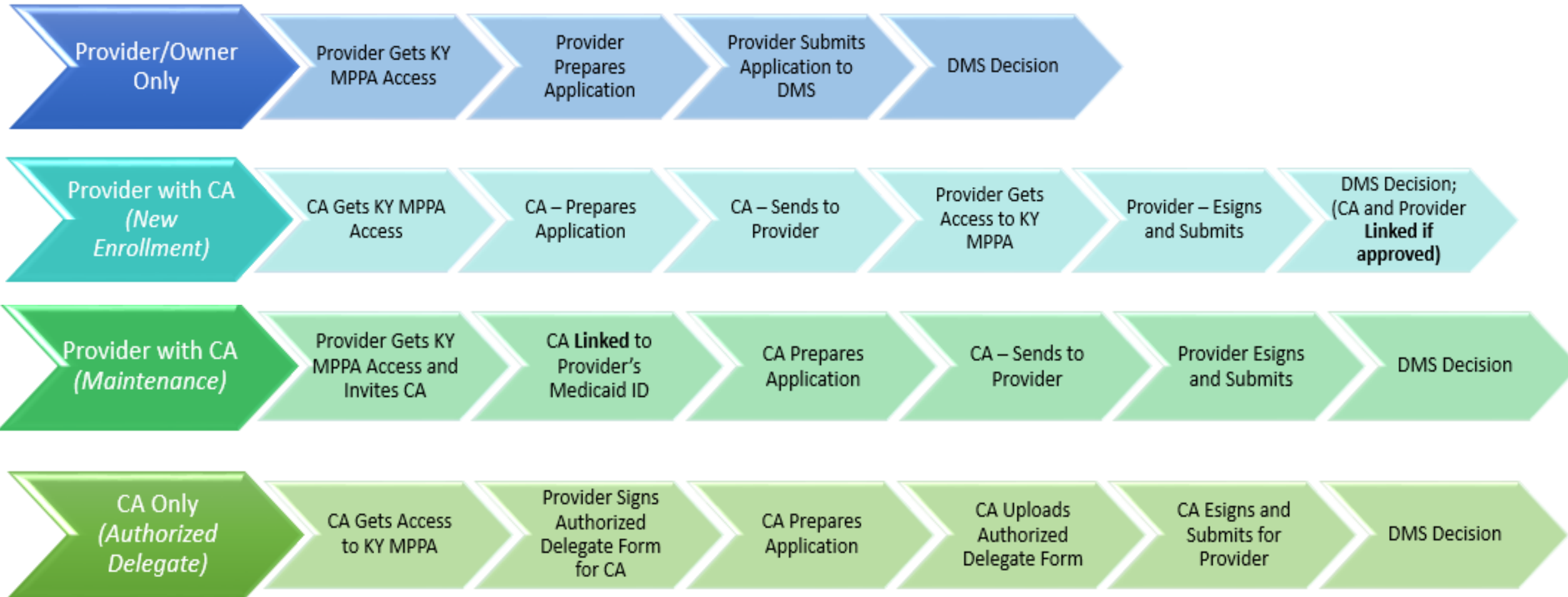


**VIP Token Software:  https://idprotect.vip.symantec.com/**

- You will be required to enter a VIP token security code <u>each time</u> you log in to KY MPPA

- Authenticates that *you are who you say you are* by entering a token

- Recommend you download and install the token now in preparation for KY MPPA
  - Can use a **Desktop** token or a **Mobile** token
  - If using **Desktop** token, you may need to coordinate with your IT department to download to your computer

**Steps to download, install and use VIP Token will be covered in "Account Set Up and Sign On" webinar

# KY MPPA Application Submission Paths by Roles

# Application Submission Paths by Role

**Provider/Owner Only**
- Provider Gets KY MPPA Access →
- Provider Prepares Application →
- Provider Submits Application to DMS →
- DMS Decision

**Provider with CA (New Enrollment)**
- CA Gets KY MPPA Access →
- CA – Prepares Application →
- CA – Sends to Provider →
- Provider Gets Access to KY MPPA →
- Provider – Esigns and Submits →
- DMS Decision; (CA and Provider **Linked if approved**)

**Provider with CA (Maintenance)**
- Provider Gets KY MPPA Access and Invites CA →
- CA **Linked** to Provider's Medicaid ID →
- CA Prepares Application →
- CA – Sends to Provider →
- Provider Esigns and Submits →
- DMS Decision

**CA Only (Authorized Delegate)**
- CA Gets Access to KY MPPA →
- Provider Signs Authorized Delegate Form for CA →
- CA Prepares Application →
- CA Uploads Authorized Delegate Form →
- CA Esigns and Submits for Provider →
- DMS Decision

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# KY MPPA Training

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# Webinar Training Series

| Webinar | Webinar Description | Audience |
|---------|--------------------|----------|
| KY MPPA Overview & Roles | An overview of KY MPPA and description of the available roles. | Open to all Pilot Participants |
| Account Set-Up and Sign On | A walkthrough of the KY MPPA onboarding process. | Open to all Pilot Participants |
| Navigation & Functionality | Information on basic functionality, how to start an application & how to navigate the system. | Open to all Pilot Participants |
| Managing Credentialing Agent Invitations & Assignments | Information on how to send KY MPPA invitations & how to manage Credentialing Agent work assignments. | Providers, Organization Administrators & Credentialing Agent Leads |

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# Webinar Training Series

- Complete Webinar Series
  - Series consists of 4 different Webinars
    - Overview and Roles
    - Account Set-up and Sign-on
    - Navigation/Functionality
    - Managing CA Invitations & Assignments
  - 1.5 – 2 hour training sessions
  - Each webinar will be offered multiple times

- Register for webinars using:
  - Link in the Web Links pod of each webinar
  - Link on the KY MPPA web page

- Registration Requirements
  - Must register 48 hours in advance of webinar
  - If less than ten participants sign-up 24 hours in advance, webinar will be cancelled
  - If cancelled, an email notification will be sent to anyone previously registered

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# KY MPPA Resources

# Resources

Review the Informational Bullets located toward the top of the web page.

Click on the On-Screen Help Content.

**Within KY MPPA**

View the "How-To" videos and/or Interactive Module from the KY MPPA Training Library.

Review Job Aids, FAQs, Quick Reference Guides and a Glossary.

See the User Guide for step-by-step instructions.

**On KY MPPA Training Web Site**

Call or e-mail the Contact Center to communicate with a Customer Services Representative.

**https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/mppa.aspx**

Review the Informational Bullets located toward the top of the web page.

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**Start an Application**

- Category and Provider Type cannot be
- Individual must own FEIN 100% or Soc
- Fill out the form that follows accurately; [...] ata on this form being correct
- When you have completed this screen [...] e to the application questions
- "Review 907 KAR 1:671 Section 6 (11) to assist in determining if your arrangement is a Change of Ownership."
- For a change of ownership, the provider type must be the same as that of the previous owner

Informational Bullets are screen specific instructions on how to complete the required fields.

Users can find definitions, more detailed instructions and other useful information in the On-Screen Help Content. To access the On-Screen Help Content, click on the question mark icon towards the top right hand corner of the screen.

Review the Informational Bullets located toward the top of the web page.

Click on the On-Screen Help Content.

View the "How-To" videos and/or Interactive Module on the KY MPPA Training Library.

Review the Job Aids, FAQs, Quick Reference Guides and Glossary.

See the User Guide for step-by-step instructions.

Call or e-mail the Contact Center to communicate with a Customer Services Representative.

View the quick "How-To" videos to learn more about a specific KY MPPA functionality. The Interactive Module allows users to learn about the features KY MPPA at their own pace.

Job Aids, Quick Reference Guides, Frequently Asked Questions and a Glossary that allow users to quickly find information related to KY MPPA.

The User Guide gives detailed instructions on each part of the system. Use the interactive Table of Contents to help navigate the User Guide.

Review the Informational Bullets located toward the top of the web page.

Click on the On-Screen Help Content.

View the "How-To" videos and/or Interactive Module on the KY MPPA Training Library.

Review Job Aids, FAQs, Quick Reference Guides and a Glossary.

See the User Guide for step-by-step instructions.

Call or e-mail the Contact Center to communicate with a Customer Services Representative.

To speak with a live representative, users can call the Contact Center Monday-Friday, from 8:00am-5:00pm. Users can also communicate with a live representative via e-mail.

If e-mailing the Contact Center, make sure to include as much information as possible and screenshots.

For more information on steps you can take prior to calling the Contact Center, see the "Preparing to Call the Contact Center" Quick Reference Guide.

# Resources



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**On KY MPPA Training Web Site**

Call or e-mail the Contact Center to communicate with a Customer Services Representative.

https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/mppa.aspx

# KY MPPA Contact Center

<table>
<tr>
<td colspan="3">
<b>KY MPPA Contact Center</b><br>
<b>Phone: 877-838-5085</b><br><br>
<b>Website:  KY MPPA Website</b>
</td>
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<tr>
<th>Description</th>
<th>Phone</th>
<th>Email</th>
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<tr>
<td>
Technical support for:
<ul>
<li>KY MPPA technical issues</li>
<li>Remote identity validation</li>
<li>Credentialing Agent management</li>
<li>Access issues</li>
</ul>
</td>
<td>Extension 1</td>
<td><b>medicaidpartnerportal.info@ky.gov</b></td>
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<tr>
<td>
Program or policy inquiries.<br>
Status and help with paper applications.
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<td>Extension 2</td>
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# Preparing to Reach Out to the Contact Center

## Information you will need…….

- Credentialing Agent
  - <u>Information requests</u>:  First/Last Name, Agency/Organization Name, and VIP Token *(as required)*
  - <u>Linking to Provider Medicaid ID</u>:  information request items *plus* Provider SSN, Provider Medicaid ID and Credentialing Agent email address
  - <u>Organization Management Application invitation</u>:  information request items *plus* Group FEIN, Group Medicaid ID, Credentialing Agent email address

- Providers
  - <u>Information requests</u>:  First/Last Name, Agency/Organization, Medicaid ID *(as required)*
  - <u>Link to Own Medicaid ID *(initial account setup)*</u>:  Information above *plus* Provider SSN and Provider email address

> **Note**:  if the Provider does not have a Medicaid ID or does not know their Medicaid ID, the Contact Center will only be able to discuss general KY MPPA navigation.  They <u>will not </u>be able to provide any specific information regarding your application or data.

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# Preparing to Reach Out to the Contact Center

- When you call or email the Contact Center, they will need to collect certain information in order to set up a Service Ticket in the system:
  - Caller First and Last Name
  - Brief description of the issue
  - Screen prints
  - If calling or emailing about a New Enrollment application or Maintenance-related action:
    - Provider First and Last Name
    - NPI
    - Medicaid ID *(do not send via email)*
    - Application number, Maintenance item number or Revalidation item number
    - Organization name
    - VIP Credential ID (last 4 digits) *(not required for email)*

**Note**: If the Provider is having issues setting up their account, signing on to KY MPPA or navigating within KY MPPA, we recommend the Provider call the Contact Center

**Note**: If the email request for assistance does not include the required information, the email will be returned

# Handouts

- Request Medicaid ID from DMS
- Contact Center Assistance
- Preparing to Call the KY MPPA Contact Center
- Minimum System Requirements
- Provider and Credentialing Agent Sign On to KY MPPA
  - *For VIP Token instructions*
- Provider and Credentialing Agent Initial Medicaid ID Linkage
- How to Update Personal Information in KOG to Sync with KY MPPA
  - *For resetting KOG email address*
- Authorized Delegate Form

- *Plus Session Specific handouts*

In the Session Handouts area

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# KY MPPA Next Steps and Important Dates

*KY MPPA Overview and Roles*

# Next Steps

After This Webinar:

- Attend all webinars in series
- Sign up for the Listserv to receive updates and news
- Access training materials *(Job Aids, User Guides, Videos)*
- Bookmark KY MPPA and KY MPPA Training Resources web pages

After Rollout for Your Provider Type

- Set up KY MPPA account
  - CA encourage Provider to set up account *(even if acting as Authorized Delegate)* so Providers can receive notifications
- Access KY MPPA to complete one of the following:
  **Existing Provider**
  - Verify Provider data *(if Provider has an existing Medicaid ID)*
    - Note:  *CA cannot update Provider email; Provider must update email in KOG (to receive notifications/view their Medicaid ID data)*
  - Complete Maintenance or Revalidation as needed
  **New Provider**
  - Complete New Enrollment Application

*KY MPPA Overview and Roles*

# Next Steps

- Talk to your IT Department if you do not have rights to download software onto your computer (VIP Token)
  - Can also load VIP Token software onto a mobile device
  - *See Provider and Credentialing Agent Sign On to KY MPPA job aid for more details*

- Request Provider Medicaid ID(s) from DMS if you don't know it or have access to it
  - *See the Request an Existing Medicaid ID from DMS job aid*

- Have Providers sign the Authorized Delegate Form if CAs will be acting as Authorized Delegates
  - Do **not** fax form to DMS – CA will upload the form into KY MPPA when they prepare a New Enrollment application or perform Maintenance/Revalidation
  - Authorized Delegate Form for Revalidation must have been signed within 30 days prior to Revalidation

- Identify your Organization Administrators (Org Admin) and provide required information to program.integrity@ky.gov
  - Email Subject Line:  DMS Relationship Manager Organization Administrator Initial Set Up
  - Attach Organization Administrator Initial Set Up Form
    - Required Information:  Name and email of Org Admin to be invited, Group FEIN(s), Group Medicaid ID(s), Group Organization name(s)
    - Form must be completed on company letterhead
    - *See KY MPPA web page for form – coming soon*

# Provider Types/License Due Date (Maintenance)

| Provider Type | Next Scheduled License Renewal Date |
|---|---|
| Physicians | 03/01/2019 |
| Nurses | 10/31/2019 |
| Optometrists | 03/01/2019 |
| Chiropractors | 03/01/2019 |
| Dentists | 12/31/2019 |
| Speech Language Therapists | 01/31/2019 |
| Licensed Professional Clinical Counselors | Dates Vary |
| Licensed Clinical Social Workers | Dates Vary |
| Physical Therapists | 3/31/2019 |
| Occupational Therapists | 12/31/2018 |